

# ▶ Anne Arundel Medical Center: Serving the Mid-Shore Region

*MHCC Rural Health Workgroup  
November 1, 2016*

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# Agenda

- About Anne Arundel Medical Center (AAMC)
- AAMC on the Eastern Shore:
  - Access,
  - Bridging gaps,
  - Community-based ambulatory services, and
  - Workforce development.
- Collaborating to meet the Eastern Shore's needs
- Learning from you

VISION 2020

# Strategic Goal Areas

## Our Vision:

Living healthier together.

## Our Mission:

To enhance the health of the people we serve.

## Our Values:

Compassion › Trust › Dedication › Innovation  
Quality › Diversity › Collaboration

## QUALITY

### Q'd Up

We are nationally recognized as a model for quality.

## COMMUNITY

### Better Together

We are a patient-centered system of care.

## WORKFORCE

### A-Team

We are engaged, healthy and diverse.

## GROWTH

### Think Big

We are expanding access and services across the region.

## FINANCE

### Smart Money

We invest and innovate for long-term financial strength.

LIVING HEALTHIER TOGETHER.



Anne Arundel  
Medical Center

# Vision 2020: Living Healthier Together

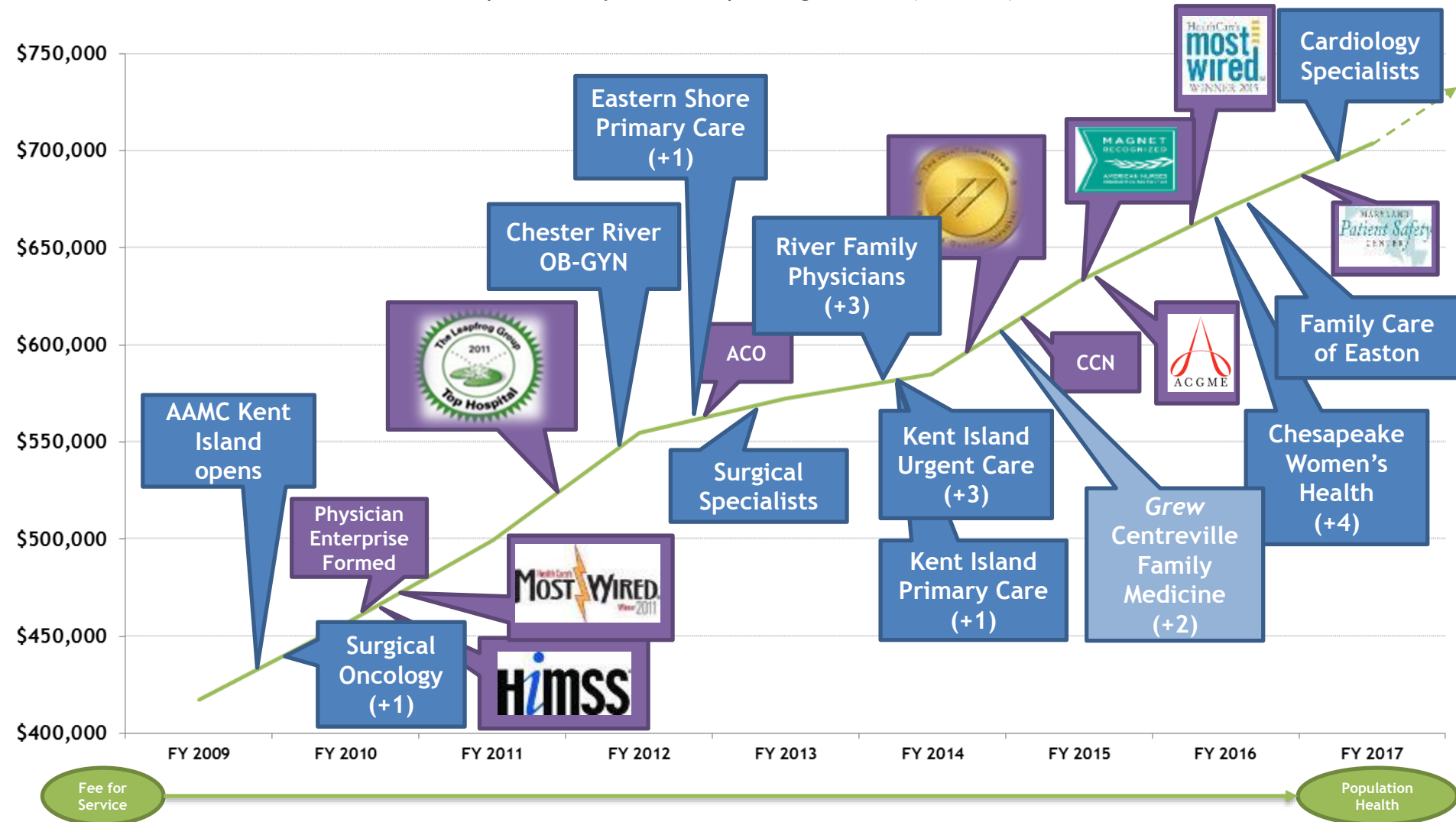
*We are creating a new system of care...*

- Centered on the patient.
- Operating beyond the walls of the hospital.
- Built on partnerships, relationships and connectivity.
- With shared accountability among patients, physicians, hospital, employees and community.
- Driven by standards based on evidence and outcomes.
- Serving a broader geography and diversity of patients.
- Remaining viable, cost-effective, and responsible.

*We are “Living Healthier Together.”*

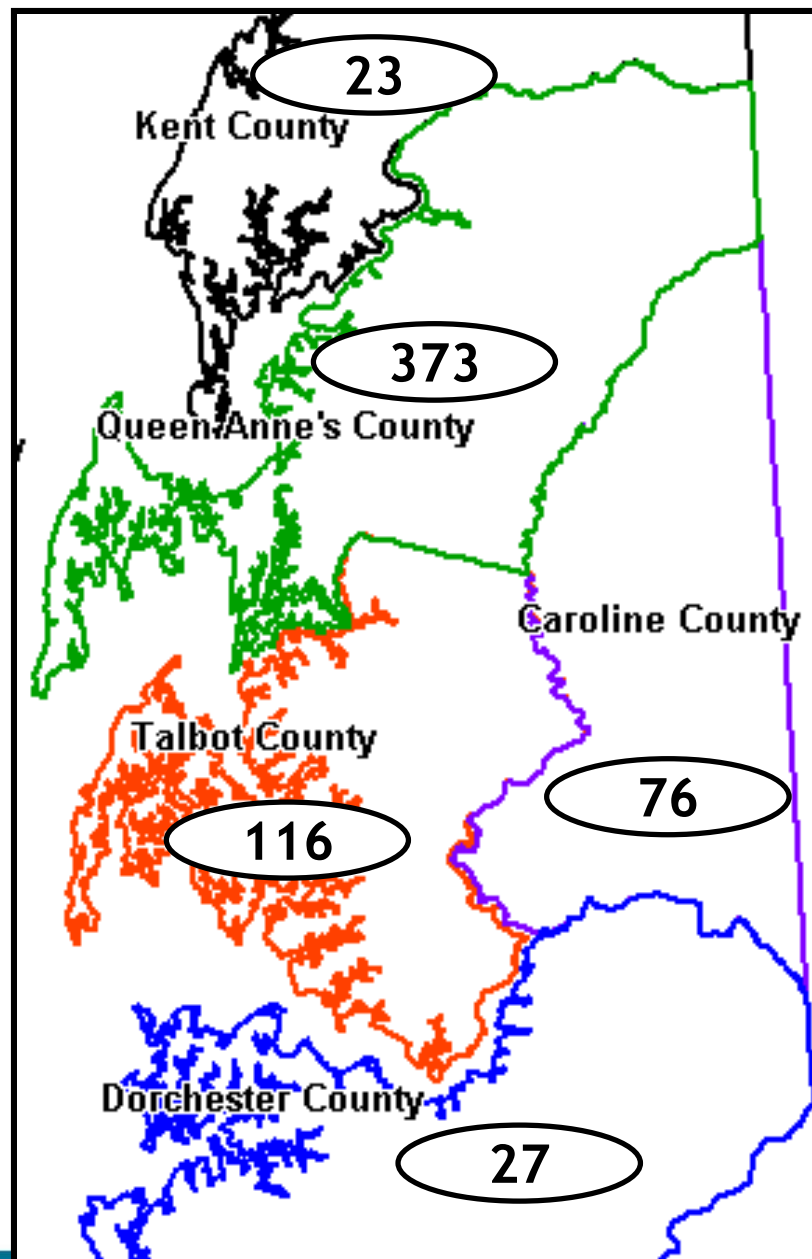
# AAMC's Vision 2020 Journey

Graph: Total System Net Operating Revenue (in 1,000s)



# AAMC Employees Living on the Eastern Shore

Total: 615 employees



# AAMG Practice Locations

Kent Island Pavilion  
Kent Island Primary Care  
Kent Island Urgent Care  
Anne Arundel Diagnostics  
Eastern Shore Primary Care  
Neurology  
Surgical Specialists  
Breast Surgery  
Surgical Oncology  
Thoracic Surgery

Chestertown  
Chester River OB-GYN

Centreville  
Centreville Family Med.

St. Michael's  
River Family Physicians

**Coming:  
Easton  
Pavilion**

Easton  
Cardiology Specialists  
Chesapeake Women's Health  
Easton Family Care  
River Family Physicians  
Surgical Specialists

Cambridge  
Chesapeake Women's Health

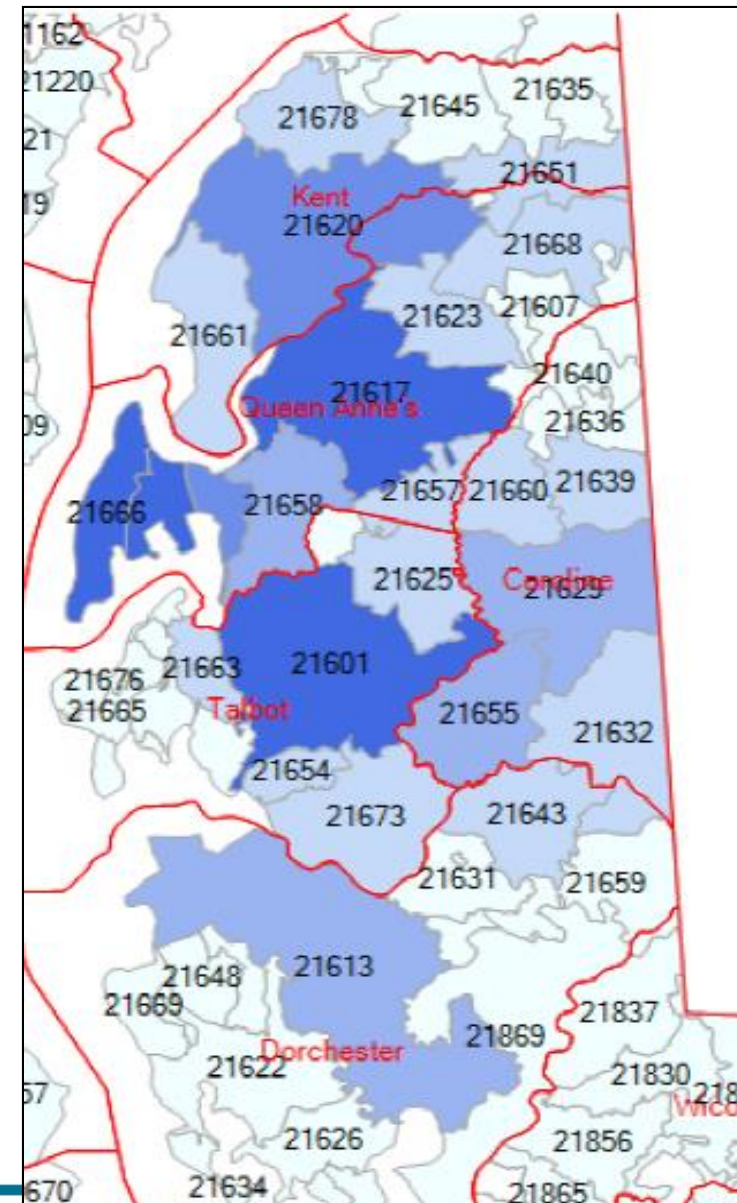
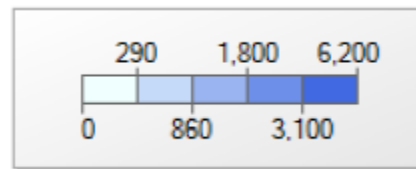




# Patients on the Eastern Shore

**48** AAMG providers on the Eastern Shore care for **45,730** unique patients.

Oct. 2014 - Sept. 2016





# Recruitment from Outside the Region

- In the past 24 months...
  - 5 primary care physicians
  - 3 obstetricians
  - 3 midwives
- Coming soon...
  - Maternal fetal medicine
  - Urogynecology
  - Behavioral health specialist (for PCP office)
- Recruiting for...
  - Endocrinology
  - Neurology

# AAMC Medical Staff on the Eastern Shore

**122 Eastern Shore-based providers on Medical Staff**

74 independent providers

48 AAMG providers

19 specialties  
31 office sites

10 specialties  
15 office sites

AAMG Practice	# of Providers
AADI Radiology	5
Breast Surgery	2
Cardiology Specialists	1
Centreville Family Medicine	4
Chesapeake Women's Health	11
Chester River OB-GYN	2
Eastern Shore Primary Care	2
Family Care of Easton	2
Kent Island Primary Care	3
Kent Island Urgent Care	5
Neurology	1
River Family Physicians	7
Surgical Oncology	1
Surgical Specialists	1
Thoracic Surgery	1
<b>TOTAL</b>	<b>48</b>
<i>Total Primary Care</i>	<b>18</b>

# Easton Pavilion

## Specialties to be offered:

- Primary care
- Cardiology
- Neurology
- Endocrinology
- Maternal fetal
- Urogynecology
- General surgery
- Breast surgery
- Ambulatory surgery center
- Physical therapy



# Community Needs, Population Health & the Bay Area Transformation Partnership

Identified Need	AAMC Strategy on the Eastern Shore
Mental health and substance use treatment services	- Embed behavioral health specialist in PCP office.
Access to care (primary care, OB, and specialists)	- Grow primary care and OB-GYN practices. - Recruit specialists to the region.
Chronic disease management	- Embed Quality Coordinators in PCP offices.
Care coordination	- Grow One-Call Care Management.

**\$2.3 million for the  
Bay Area Transformation Partnership with UM BWMC**

**\$40 million in community benefit spending  
(11% on the Eastern Shore)**

# Collaboration and Partnerships

- **Care coordination**
  - Collaborative Care Network
  - Epic Care Link
- **Community partnerships**
  - Events and health fairs
  - Cancer screenings
  - Referrals to local care management providers
  - Chamber of Commerce representation

# Future Plans

- Continue to provide high-quality, low-cost care options to Eastern Shore communities in a collaborative fashion.
- Establish the Easton Pavilion with expanded access to specialty care.
- Grow primary care.
- Embed behavioral health and quality coordination services in primary care offices.
- Build telemedicine capabilities.



# Takeaway Messages

- AAMC is a regional health system that serves more than 1.2 million people.
- The Eastern Shore has been a part of AAMC's service area for decades.

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# *Thank You*

# **Appendix:**

## **Emergency Department and Diagnosis Data by County**

# AAMC ED Visits by Patient County of Origin

## Mid-Eastern Shore

County	FY2014	FY2015	FY2016
Queen Anne's County	3,801	4,008	3,893
Caroline County	494	577	573
Talbot County	404	469	490
Kent County	217	233	286
Dorchester County	96	117	127
<b>Grand Total</b>	<b>5,012</b>	<b>5,404</b>	<b>5,369</b>

Arrival Date 7/1/2013 – 6/30/2016.

## AAMC ED Visits by Patient Zip Code of Origin (TOP 15) Mid-Eastern Shore

Zip Code	City	FY2014	FY2015	FY2016
21666	Stevensville	1,546	1,565	1,639
21619	Chester	786	820	792
21617	Centreville	545	598	557
21638	Grasonville	433	489	440
21601	Easton	246	306	328
21658	Queenstown	232	264	243
21629	Denton	161	217	209
21620	Chestertown	161	153	192
21660	Ridgely	100	109	133
21639	Greensboro	102	91	90
21623	Church Hill	96	119	89
21613	Cambridge	63	69	62
21625	Cordova	34	60	51
21661	Rock Hall	20	32	45
21643	Hurlock	15	32	43

Arrival Date 7/1/2013 – 6/30/2016.



# AAMC Top Admitted Diagnosis by Patient County of Origin

## Mid-Eastern Shore County

Diagnosis	Admissions			% of Total Admissions			Avg. LOS		
	FY2014	FY2015	FY2016	FY2014	FY2015	FY2016	FY2014	FY2015	FY2016
<b><u>Queen Anne's County</u></b>									
Osteoarthritis	137	142	134	7.1%	7.9%	7.2%	2.52	2.15	1.98
OB-related trauma to perineum and vulva	106	95	123	5.5%	5.3%	6.6%	1.66	1.74	1.70
Spondylosis; intervertebral disc disorders; other back problems	47	59	63	2.4%	3.3%	3.4%	2.19	2.58	2.35
Other nutritional; endocrine; and metabolic disorders	31	49	62	1.6%	2.7%	3.3%	2.06	2.76	2.45
Pneumonia	43	53	54	2.2%	3.0%	2.9%	4.35	4.43	4.26
<b><u>Caroline County</u></b>									
Osteoarthritis	22	20	24	7.9%	6.8%	8.1%	2.45	2.55	1.92
OB-related trauma to perineum and vulva	14	23	23	5.0%	7.8%	7.8%	1.50	1.52	1.87
Spondylosis; intervertebral disc disorders; other back problems	10	18	14	3.6%	6.1%	4.7%	2.20	1.56	2.29
Other nutritional; endocrine; and metabolic disorders	11	18	13	4.0%	6.1%	4.4%	2.36	2.22	2.15
Previous C-section	12	14	9	4.3%	4.8%	3.0%	2.75	2.64	2.44
<b><u>Kent County</u></b>									
OB-related trauma to perineum and vulva	36	30	34	12.8%	11.0%	11.6%	1.67	1.67	1.79
Osteoarthritis	21	35	30	7.4%	12.8%	10.2%	2.43	2.03	1.77
Previous C-section	16	16	18	5.7%	5.9%	6.1%	3.06	2.75	2.61
Other complications of birth; puerperium affecting management of mother	19	7	15	6.7%	2.6%	5.1%	2.89	2.57	3.33
Spondylosis; intervertebral disc disorders; other back problems	19	16	14	6.7%	5.9%	4.8%	2.68	1.75	2.07
<b><u>Talbot County</u></b>									
Osteoarthritis	42	45	38	14.6%	16.7%	13.3%	2.14	1.82	1.74
Diverticulosis and diverticulitis	5	6	19	1.7%	2.2%	6.6%	3.00	3.00	3.58
Spondylosis; intervertebral disc disorders; other back problems	14	18	15	4.9%	6.7%	5.2%	1.93	1.67	1.60
Acute myocardial infarction	10	6	13	3.5%	2.2%	4.5%	3.10	3.17	4.85
OB-related trauma to perineum and vulva	11	7	12	3.8%	2.6%	4.2%	1.64	1.57	1.67
<b><u>Dorchester County</u></b>									
Osteoarthritis	9	13	12	11.1%	14.8%	14.1%	1.89	3.00	1.92
Spondylosis; intervertebral disc disorders; other back problems	8	10	6	9.9%	11.4%	7.1%	2.00	2.80	1.67
Early or threatened labor	8	5	5	9.9%	5.7%	5.9%	4.38	3.40	1.40
OB-related trauma to perineum and vulva	3	2	4	3.7%	2.3%	4.7%	2.67	2.00	1.75
Previous C-section	1	2	4	1.2%	2.3%	4.7%	3.00	3.00	3.00

Admit Date 7/1/2013-6/30/2016, excludes newborns